

Paper reference

**20161K**

**Pearson BTEC Level 3  
Nationals Extended Diploma**

**Information Technology**

UNIT 14: IT Service Delivery  
(Part A)

June 2023 - Series

You must have  
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You will be given  
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**A3 Modification 36 pt BOLD**

**You MUST NOT use the standard version of the question paper  
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The modified question paper may contain differences to the  
standard question paper.  
These differences are part of the modification process.**

**ALL components of the examination that the candidate  
attempts **MUST** be returned with the **candidate's** question paper.**

***This includes any answer booklets and diagram booklets.***

**Any component not returned will remain unmarked and could  
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